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PATENT, TRADEMARK
AND COPYRIGHT LAW

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Date: February 5, 2001

Attorney Docket No. NIP-216

To: Assistant Commissioner for Patents
Washington, D.C. 20231

Sir: Transmitted herewith for filing is the patent application of:

Inventor: T. HORIE et al (SEE ATTACHED)

For:
ANSWER SYSTEM FOR TECHNICAL SUPPORT,
AND TECHNICAL SUPPORT METHOD

Enclosed are:

☒ 16 Sheets of Drawings

This application is being filed without an executed Declaration.

Priority is claimed from Japanese Application No. 2000-038031

filed February 9, 2000 ☒ A certified copy is attached herewith.

Copies of the disclosure documents listed on the attached PTO 1449 form and

☒ discussed in the specification or ☒ attached Information Disclosure Statement.

A verified statement to establish small entity status under 37 CFR 1.9 and 1.27.

Specification: Abstract ☒ Description 39 pages; and 21 claim(s).

☒ Preliminary Amendment.

☒ Executed Declaration.

The filing fee is calculated as shown below:

Small Entity

Large Entity

For:	No. Filed	No. Extra
Basic Fee		
Total Claims	21 - 20 = *	1
Indep Claims	3 - 3 = *	0
<input type="checkbox"/> Multiple Dependent Claim (s)		

Rate	Fee
	\$ 355
x 9	\$
x 40	\$
+ 135	\$
Total	\$

OR

Rate	Fee
	\$ 710
x 18	\$ 18
x 80	\$ 0
+ 270	\$ 0
Total	\$ 728

* If difference is less than zero
then enter '0' in second column

☒ A check in the amount of \$ 728.00 is enclosed for the filing fee.

☒ The Commissioner is hereby authorized to charge any additional fees that may be required to Deposit Account No. 50-1417.

Respectfully Submitted,

By:

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10/50/20
00/775575
PTO
JCS972 U.S. PTO

02/05/01
JCS903 U.S. PTO

09775575-020501